



2016 UnitedHealthcare Member Experience



Agenda

We are with you every step of the way

1

UnitedHealthcare health insurance plans: 2016 overview

2

UnitedHealthcare Onboarding Experience

3

UnitedHealthcare tools to manage health care and costs at home, work or on the go

4

Where to find more information

5

About UnitedHealthcare



UnitedHealthcare health insurance plans: 2016 overview

Here's where to find our plans

UnitedHealthcare Benefits Plan of California

Region	County
Region 1	Northern Counties (Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Nevada, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yuba)
Region 9	Santa Cruz, Monterey, San Benito
Region 11	Fresno, Kings, Madera
Region 12	San Luis Obispo, Ventura, Santa Barbara
Region 13	Eastern Region (Mono, Inyo, Imperial)

2016 plans at a glance

Plan type		Co-Insurance	Co-pay	Co-Insurance	Co-Insurance	HSA	
Plan Name		Bronze 60 PPO	Silver 70 PPO	Gold 80 PPO	Platinum 90 PPO	Bronze HSA 60 PPO	Minimum Coverage EPO
Deductible and Co-insurance							
Deductible (Individual)	You pay:	\$6,000 /\$500 drug	\$2,250 /\$250 drug	N/A	N/A	\$4,500 Integrated	\$13,700 Integrated
Deductible (Family)	You pay:	\$12,000 /\$1,000 drug	\$4,500 /\$500 drug	N/A	N/A	\$9,000 Integrated	\$13,700 Integrated
Out-of-pocket Maximum (Medical and Pharmacy Combined)							
Individual	You pay:	\$6,500	\$6,250	\$6,200	\$4,000	\$6,500	\$6,850
Family	You pay:	\$13,000	\$12,500	\$12,400	\$8,000	\$13,000	\$13,700
Medical							
Annual Wellness Exam	You pay:	No Charge					
Primary Care (PCP) Visit	You pay:	\$70*	\$45	\$35	\$20	40%	0%*
Specialty Care Visit	You pay:	\$90*	\$70	\$55	\$40	40%	0%
Urgent Care Visit	You pay:	\$120*	\$90	\$60	\$40	40%	0%*
Emergency Room Facility	You pay:	100% until medical deductible is met	\$250 once medical deductible is met	\$250	\$150	40%	0%
Outpatient Surgery	You pay:	0%	20%	20%	10%	40%	0%
Laboratory Tests	You pay:	\$40	\$35	\$35	\$20	40%	0%
X-Ray and Diagnostic:	You pay:	100% until medical deductible is met	\$65	\$50	\$40	40%	0%
Hospital Stay	You pay:	Full cost until medical deductible is met	20%	20%	10%	40%	0%
Maternity Stay	You pay:	Full cost until medical deductible is met	20%	20%	10%	40%	0%
Retail Pharmacy							
Tier 1	You pay:	up to \$500 per script after deductible is met	\$15	\$15	\$5	40%	0%
Tier 2	You pay:	up to \$500 per script after deductible is met	\$50 per script after deductible is met	\$50	\$15	40%	0%
Tier 3	You pay:	up to \$500 per script after deductible is met	\$70 per script after deductible is met	\$70	\$25	40%	0%
Tier 4	You pay:	up to \$500 per script after deductible is met	20% up to \$250 per script after deductible is met	20% up to \$250 per script after deductible is met	10% up to \$250 per script after deductible is met	40%	0%

* Co-pay is for any combination of the first three visits. After three visits, they will be at full cost until the deductible and out-of-pocket maximum are met.

Benefits shown in blue are not subject to a deductible

What's included with all our plans



Essential Health Benefits

Ambulatory patient services
Emergency services
Hospitalization
Maternity & newborn care
Mental health and substance abuse
Prescription drugs
Rehabilitative & habilitative
Laboratory services
Preventive, wellness services and chronic disease management
Pediatric dental & vision

Preventive care at no cost*

Immunizations
Routine physical exams
Routine health screenings
Routine cancer screenings
Women's preventive services
Contraceptives – Tier 1 Rx
Prenatal care if service qualifies as "preventive care"

* As specified by USPTF and our UnitedHealthcare coverage guidelines; diagnostic services are not considered preventive in most circumstances

Getting care in our network

Network Name: UnitedHealthcare® Core and UnitedHealthcare Core Essentials



Core PPO plans available in metallic levels

Core Essential EPO plan in minimum coverage tier

In-network providers over 30,000 doctors, 400 hospitals
and 2,000 clinics

No primary care provider required

Access to California Core network, including in-network
providers in Oregon, Arizona and Nevada

Provider Search

uhc.com/docfind

Note

Provider search
can be done in
Spanish

UnitedHealthcare Onboarding Experience

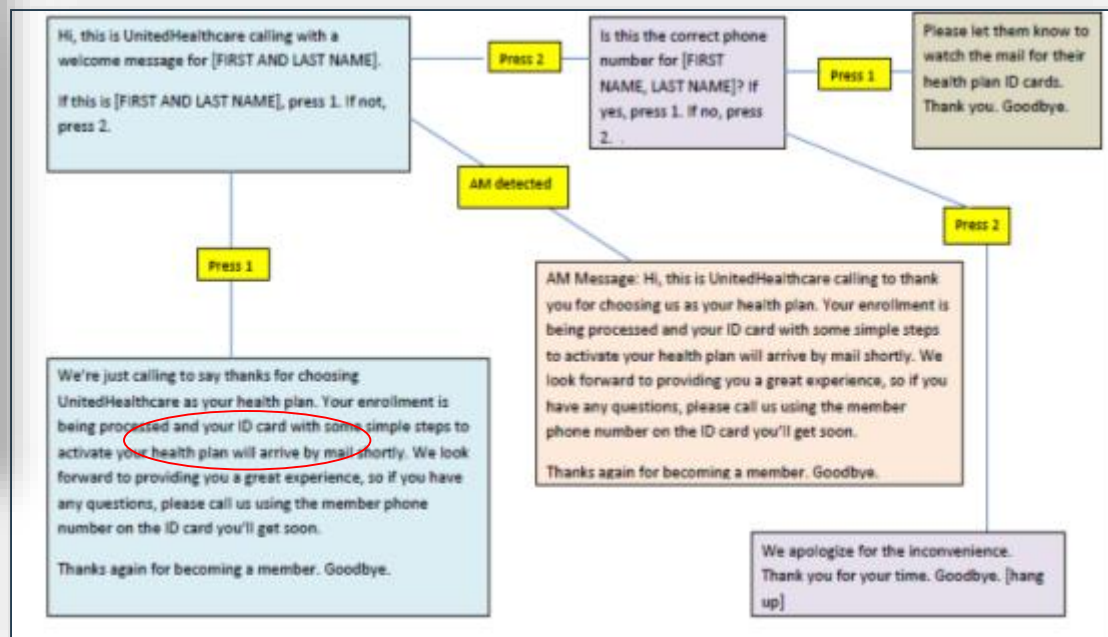
1 UnitedHealthcare Onboarding Experience: Welcome Email and Robocall



NEW onboarding videos

1. I've enrolled in a health plan, now what?
2. Understanding my benefits
3. Avoiding health care surprises

- Issued approximately 24-48 hours after signing up
- Email Introduces roadmap
- Email has Spanish toggle
- Email links to new onboarding videos
- Short, focused messaging
- Lets the member know we have their application
- No request for payment – simply a thank you and tells member to watch for their ID card



1

UnitedHealthcare Onboarding Experience: Video Series



Video Title	Key Messages
Shopping: Choosing a Health Insurance plan.	<ul style="list-style-type: none"> ✓ Compare Plan Types ✓ Choose a Health Plan Level ✓ Check your Medications ✓ Eligible for a Subsidy? ✓ Sign-up Options
Onboarding: So I have enrolled, now what?	<ul style="list-style-type: none"> ✓ Where's my application ✓ ID Card and Welcome Packet ✓ Paying your Bill ✓ Getting care? ✓ Sign up for myuhc.com
Onboarding: Understanding My Benefits.	<ul style="list-style-type: none"> ✓ Your ID Card ✓ myuhc.com ✓ Finding a doctor ✓ Your PCP ✓ Where to go for questions
Using My Plan: Avoiding Health Cost Surprises.	<ul style="list-style-type: none"> ✓ Tools to help you manage your plan ✓ Getting a referral from your PCP ✓ The basics of Health Insurance ✓ Take advantage of Preventive care ✓ Sign up for myuhc.com

Video series:
“Marketplace Made Clear”
 on [uhc.com](https://www.uhc.com)

English and Spanish

UnitedHealthcare Onboarding Experience: Initial Premium Bill



Your First Premium Bill

Your plan: (Cata or Cata Essential)
Coverage start date: 01/01/2015
Payment due date: 01/01/2015
Who is covered: (Subscriber Only, Subscriber & Family, etc.)

Dear [First name],
 Thank you for choosing UnitedHealthcare.
 To start your coverage, please pay the total amount due. If you've already paid your first monthly premium online or by phone, thank you again. Your premium payment is always due on or before the first day of each month.

Payment Description	Amount
Monthly Premium	\$642.43
Advanced Premium Tax Credit (subsidy)*	(\$274.00)
State-mandated Assistance	(\$0)
Total Monthly Payment	\$368.43
Total Amount Due	\$368.43

* The Advanced Premium Tax Credit is the amount available from your state to help pay your premium.

Three ways to pay:

Online
 Log in to the UnitedHealthcare billing portal at uhexchangebilling.com
Automatic Monthly Payments
 • Choose your plan and select by setting up automatic payments from your checking or savings account or with a credit or debit card.
 • Select Automatic Payment from the left-hand menu.
One-Time Payment
 • Pay using your checking or savings account or with a credit or debit card.
 • Select Online Payment from the left-hand menu.

Phone
 Call toll-free 24/7 at **(toll-free billing phone #)**, TTY 711, and press 1 to make a secure payment by phone.
Automatic Monthly Payments
 • Choose your plan and select by setting up automatic payments from your checking or savings account or with a credit or debit card.
One-Time Payment
 • Pay using your checking or savings account or with a credit or debit card.

Mail
 Mail your payment to:
UnitedHealthcare
 P.O. Box 713819
 Cincinnati, OH 45271
 If paying by check, please include your Member ID for your dependent's member ID number on your check or money order.

Payments returned for lack of funds or that can't be processed for any reason will not constitute payment.

to be covered – please be careful of late or missed payments.

If it is received on or before the 15th of the month, your coverage will be effective on the first day of the next month. If received after the 15th, coverage is effective on the first day of the following month. For example: If your bill is received on January 15th, your coverage will be effective on February 1st. If your premium is received after your coverage will become effective on March 1st.

If first payment, you will not have coverage. If this happens, you will have to sign up again through your employer or state Exchange. You may have to pay a penalty when you file your federal income tax return.

I'm here to help.

uhexchangebilling.com for more information.

or uhexchange@uhc.com.

Ask a Customer Care representative toll-free at **(toll-free billing phone #)**, Monday through Friday, 8 a.m. to 8 p.m.

Another language or format?

Order services. If you need help in a language other than English or to request a large print document,

call **(toll-free)** **(1-855-555-5555)**.

Spanish (Español), por favor llame al **(1-855-555-5555)**.

Hindi (Hindi), please call **(1-855-555-5555)**.

Tagalog (Tagalog), please call **(1-855-555-5555)**.

UHCare Team

Return your subscriber agreement.

Your health plan is with your subscriber agreement, sometimes called a medical policy. If you are not satisfied, notify us within 60 days. Any premium paid will be refunded less charges. This subscriber agreement will then be void from its start.

Signed by or through (legally name),

Print

UHCare Services, Inc. UHC-000000000000

If you mail in your payment, please detach and include the form below.

Mail and make checks payable to:
 UnitedHealthcare
 P.O. Box 713819
 Cincinnati, OH 45271

01/01/2015
 \$368.43



UHC Exchange

Mailed
approximately 2/3
days after receipt of
enrollment

Mailed first-class

Pay-by-phone option
supports automatic
payment

Clearly identifies
where to find help in
other languages

We make it easy to pay

First premium payment

Once we receive the enrollment file, we'll send an invoice to the applicant billing for their first premium payment

Plan becomes active once payment is received

Ways to pay first and ongoing premium payments

Phone:

Credit/Debit card and bank account as a one time payment or by setting up recurring payments

Web portal:

Credit/Debit card and bank account as a one time payment or by setting up recurring payments

Mail



UnitedHealthcare Onboarding Experience: Initial ID Card with Activation Sticker and Activation Flyer



<UnitedHealthcare>
<Address 1>
<Address 2>
<City> <State> <ZIP>



[PRINT_DATE]

<Member Name>
<Address 1>
<Address 2>
<City> <State> <ZIP>

[INSERT PLAN NAME]
Your coverage begins on
[COVERAGE START DATE].
Offered by [UnitedHealthcare of Alabama, etc.]

Thank you for choosing UnitedHealthcare.
Time to activate your health plan.

2 simple steps

1

Pay your premium.

You can pay your monthly premium at uhexchangebilling.com 24/7, by calling the member number on the back of your ID card or by mail. If you've already made a payment, thank you.

2

Provide your email.

Help us keep you updated with key information. Don't have an email? That's ok. But, you'll be able to do more online (like pay your monthly premium) if you provide one.

If you need help in another language call the member number on your ID card. 8 a.m. to 8 p.m. M-F.



Once you activate your health plan, you are on your way.

You can schedule appointments, use our 24/7 NurseLine™ service and enjoy full access to myuhc.com!

What's next



Questions? Visit uhexchangebilling.com, email us at uhexchange@uhc.com or call the member number on your ID card.

We look forward to serving you.

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- Subscriber should receive their initial ID cards approximately 1 week after signing up
- Roadmap lets the member know what's next
- Access NurseLine and myuhc.com®
- Activation Flyer back side in Spanish
- ID cards for the family are issued following payment

UnitedHealthcare

Activate! Pay your bill.
Go to uhexchangebilling.com 24/7 or call the number on the back of this card.
(Remove sticker after activation)

Co-pay:
Office: \$20 ER: \$150
UrgCare: \$40 Spec: \$40

Rx PCN: 9999
Rx Grp: UHEALTH

DOI-0508 **UnitedHealthcare Core**
Underwritten by [Appropriate Legal Entity]

4 UnitedHealthcare Onboarding Experience: Welcome / Getting started card



Making the most of your plan.

Thanks for choosing UnitedHealthcare. You're off to a great start. Here are a few tips to help you get the most out of your plan.



Using network providers.

A network provider is a doctor, health care professional or facility (like a hospital or laboratory) that has a contract with us at discounted rates.

Make sure the doctors and pharmacies you use today accept your health plan. The name of your plan is on your health plan ID card. If you see a doctor that does not accept your plan, you will likely have higher out-of-pocket costs. To find a network provider, please visit myuhc.com, or call the member number on your health plan ID card, TTY 711.



Getting prescriptions.

Your plan covers prescription drugs from network pharmacies. Co-pay vary based on the medication tier (1, 2 or 3). Visit myuhc.com for more info.



Questions.

Visit myuhc.com, email us at uhcexchange@uhc.com or call the member number on your health plan ID card, TTY 711.

By following the above tips, you'll ensure you get the most from your health plan and avoid unexpected surprises.

Learn more.



myuhc.com*

Get plan info, print ID cards and access health tools on your personalized member website.



UnitedHealthcare Health4Me*

Download this free app. Search for UnitedHealthcare in your smartphone app store. You'll have access to your health plan information, digital ID card, and be able to find doctors and talk to a nurse 24/7.



Videos

Learn about using your plan, your benefits and how to avoid health-cost surprises at uhc.com/marketplace.

- Triggered by first premium paid – about 5-7 days
- Mailed separately from the Health Plan Kit
- Calls out important reminders and critical plan details before the member's plan starts
- Encourages myuhc.com registration and promotes video series.

Welcome to
UnitedHealthcare.
Getting started with your plan.



UnitedHealthcare Onboarding Experience: Health Plan Kit



Understanding
your benefits, claims and where to access care.

Because simpler is better.
Here's some basic info for using your health plan. Wondering what's covered, how claims work and where you can get care? Use this easy-to-understand guide to make your health plan experience simpler.

Benefits
Review the details in the enclosed health plan kit or visit uhc.com/uhc to view your plan details. You can also find out about covered services, restrictions, exclusions, co-payments, and other services. Details you'll need to know for your authorization.

Questions
Visit uhc.com/uhc or email us at uhc@uhc.com. If you do not have access to a computer or the Internet, call the member number on your health plan ID card, 1-877-776-6776, and we'll be happy to help.

Claims
Network doctors and other providers are listed in the enclosed provider directory. If you see a provider not in the network, you may have to submit a claim yourself. Check with your provider during the visit. For forms and instructions for submitting claims of eligible costs.

Complaints
For questions or complaints about how a claim was processed or any other issue, please call the member number on your health plan ID card, 1-877-776-6776.

Appeals
You have the right to file an appeal if you don't agree with a claim decision. Please call the member number on your health plan ID card, 1-877-776-6776.

Care
When you go to a doctor or a hospital, you'll need to show your health plan ID card. If you're not sure where to go, call the member number on your health plan ID card, 1-877-776-6776. To find out where to go, call the member number on your health plan ID card, 1-877-776-6776. To find out where to go, call the member number on your health plan ID card, 1-877-776-6776.

Where you can get care	How to get care
24/7 NurseLine®	Call 1-877-776-6776 or visit uhc.com/uhc . Available 24/7.
Virtual Doctor Visits	Use your health plan ID card to log in to the virtual doctor visits app.
Community Care Clinic	Community Care Clinic is available at various locations.
Doctor's Office	Check with your doctor for details.
Member Health Professionals	Member Health Professionals are available at various locations.
Urgent Care Center	Urgent Care Centers are available at various locations.
Hospital	Check with your doctor for details.
Emergency Room (ER)	Check with your doctor for details.

☑ Care available after regular business hours.

Partner Logo

UnitedHealthcare

Member Name: _____
Address: _____
City: _____ State: _____ Zip: _____

Welcome.

Hello [First name],

Good news! Thank you for purchasing your UnitedHealthcare health plan through Connect for Health Colorado. Learn more about Connect for Health Colorado and how we can help you get the most out of your health plan. We're excited to have you as a member. This package includes plan details as well as a quick tip for helping you get the most out of your benefits, right from the start.

What's in this kit:

Understanding Your Benefits
Quick tips that explain your benefits, claims and where to access care.

Summary of Benefits and Coverage
An overview of what's covered and not covered. It also lists what your out-of-pocket costs will be for covered services.

Health Plan Policy
The contract that includes all of your plan details.

Member Rights and Responsibilities
An outline of what to expect from your health care experience.

Legal Notices
View important legal information about your health plan.

- Triggered after first bill paid about 5 to 7 days
- Health Plan Basics
- Roadmap on letter

Your plan details.
You selected the health plan: **SELECT PLAN NAME**
Your coverage begins on: **PLAN START DATE**
When is covered under your plan:
- **START DATE** - **END DATE**
- **START DATE** - **END DATE**
- **START DATE** - **END DATE**
- **START DATE** - **END DATE**
- **START DATE** - **END DATE**
Make sure you choose a primary care provider (PCP) before meeting a doctor.

Your monthly premium payment.
As a member, payments are due on or before the first of each month. This is how your premium amount was calculated.
Original monthly premium amount: **MONTHLY PREMIUM**
Amount the government pays for you: **GOVT PAY**
Amount the state pays for you: **STATE PAY**
Total premium you need to pay each month: **TOTAL PREMIUM**

Need help in another language or format?
If you need help in a language other than English, let us know. We have language interpreter services. This letter is also available in other formats like large print. To use the language services or request a large print document, please call the member phone number on your health plan ID card, 1-877-776-6776, Monday through Friday, 9 a.m. to 5 p.m.
If you need help in another language or format, please call 1-877-776-6776.
If you need help in another language or format, please call 1-877-776-6776.
If you need help in another language or format, please call 1-877-776-6776.

Sincerely,
The UnitedHealthcare Team

Questions? We're here for you.
Visit uhc.com/uhc for more information. You can also email us at uhc@uhc.com or call the member phone number on your health plan ID card, 1-877-776-6776, Monday through Friday, 9 a.m. to 5 p.m. (To reach the member phone number on your health plan ID card, 1-877-776-6776.)

Here's what to expect next.
Step 1: Get your health plan ID card. Step 2: Get your health plan ID card. Step 3: Get your health plan ID card. Step 4: Get your health plan ID card. Step 5: Get your health plan ID card.

We look forward to serving you.
Thank you for choosing UnitedHealthcare. We're excited to have you as a member. We'll be in touch soon with more information about your health plan. We'll be in touch soon with more information about your health plan. We'll be in touch soon with more information about your health plan.

6 UnitedHealthcare Onboarding Experience: Final ID Card Mailing



Hello Member.

We look forward to serving you.

Your ID card.

When you go to a doctor's appointment or pick up a prescription drug at a pharmacy, you'll need to show your health plan ID card or your digital health plan ID card on the Health4Me app.



Helpful tools to simplify your life.

Personalized Member Website

Manage your insurance info, print ID cards, find doctors and access health tools.
Sign up at myuhc.com*



UnitedHealthcare Health4Me® App

View your ID card, get health and account info, find doctors and talk to a nurse with the UnitedHealthcare Health4Me® mobile app.

Download the free app from the Apple iTunes App Store or Android marketplace.

- ID cards for all members
- Side 2 in Spanish
- Triggered by first bill paid, around 5 to 7 days
- Roadmap
- Encourages myuhc.com registration and promotes the Health4Me App



Questions? We're here for you.

Visit myuhc.com* for more information. You can also email us at uhcexchange@uhc.com or call the member phone number on your health plan ID card, TTY 711, Monday through Friday, 8 a.m. to 8 p.m.

What to expect next.



Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.
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UHCEW755449-000

UnitedHealthcare
Health Plan (80840) 911-87726-04

Member ID: 123456789 Group Number: 904963

Member: SUBSCRIBER SMITH
Dependents: SPOUSE SMITH, CHILD1 SMITH, CHILD2 SMITH, CHILD3 SMITH

Covered California: Platinum 90 PPO
Payer ID 87726

OptumRx: Rx Blk: 610279, Rx PCN: 9999, Rx Grp: UHEALTH

DOI-0508 Underwritten by (Appropriate Legal Entity)

Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more.
Web: www.myuhc.com
myNurseLine: 866-529-1594
Phone: 800-260-2773

Providers: 877-842-3210 or www.UnitedHealthcareOnline.com
Medical Claims: PO Box 30555, Salt Lake City UT 84130-0555

Pharmacists: 888-290-5416
Pharmacy Claims: OptumRx PO Box 29044 Hot Springs, AR 71903

UnitedHealthcare tools to help manage health care and costs

24/7 access anytime or anywhere when members register at myuhc.com®



Choose how they want to get information – online, mail, email, text

Available in Spanish

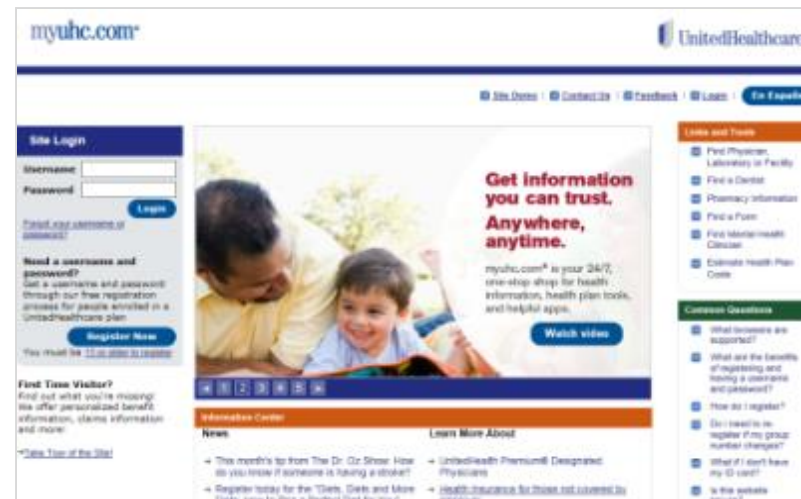
Access health resources and cost decision tools

UnitedHealthcare Health4Me® mobile app

NurseLineSM

myHealthcare Cost Estimator

myClaims Manager



Health4Me app helps you where you are

From home, work or on the go, members can easily:

Share their ID card

Find and price care

Check claim status

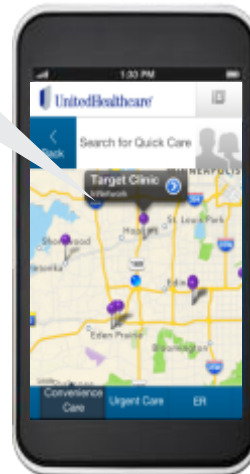
Manage OptumRx prescriptions

Connect to FitBit



“There’s a convenience clinic nearby”

“Doctor, can I get the MRI at the clinic instead of the hospital?”



Note

Although Health4Me is not available in Spanish, information can be accessed by calling Customer Service

Tools to help manage health care

NurseLine 24/7 nurse support



Decide if you should see a doctor, go to an urgent care center or emergency room, or treat yourself at home



Find a doctor or hospital



Answer questions about an illness or injury



Give you support on caring for a chronic health problem, like diabetes



Understand your medications



PLAN TIPS

Call a nurse wherever you are. This 24/7 service is part of your health plan at no additional cost.

Registered nurses, with an average 15 years of experience, are available 24 hours a day, 365 days a year

Call the number on the back of the ID card

Nurses are supported by Spanish language interpreters



Tools to help manage costs

myHealthcare Cost Estimator

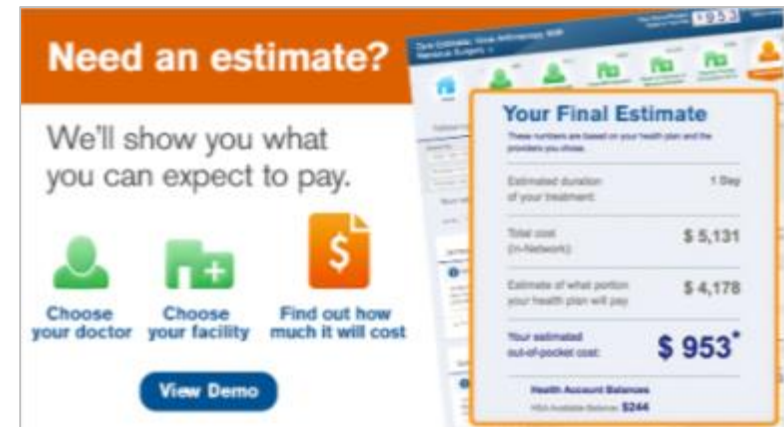
Estimate costs before getting care

Calculate estimated out-of-pocket expenses

Estimates based on contracted rates


Understand treatment options


Integrated with Customer Care and clinical support




Need an estimate?

We'll show you what you can expect to pay.

 Choose your doctor

 Choose your facility

 Find out how much it will cost

[View Demo](#)

Your Final Estimate

These numbers are based on your health plan and the providers you chose.

Estimated duration of your treatment:	1 Day
Total cost (In-Network)	\$ 5,131
Estimate of what portion your health plan will pay	\$ 4,178
Your estimated out-of-pocket cost:	\$ 953*
<small>Health Account Balance</small>	
<small>With Available Balance: \$244</small>	

Tools to help manage costs

myClaims Manager

Easy to use

View claim status

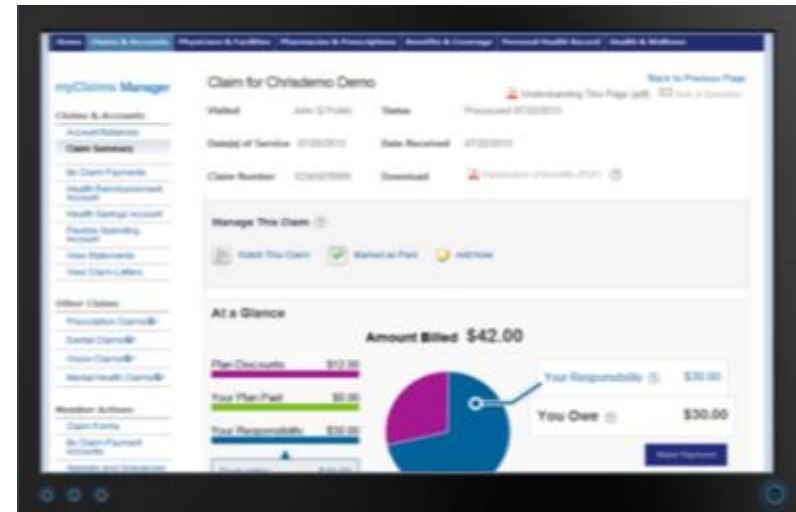
See what is owed

Pay providers for out-of-pocket expenses

View payment history

Access health statements and explanation of benefits

Available in Spanish



Where to find more information

Material available on websites

Collateral to provide information on UnitedHealthcare Marketplace products and services

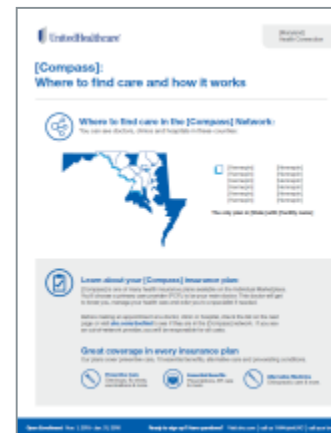
Marketplace FAQ



Subsidy Chart



Network Flier



Consumer Guide



Mini Brochure



www.uhonline.com/broker

Broker Service Center
1-800-474-4467 Option 1

uhc.com/assisters

Assister Hotline
1-866-698-1739

Summary of resources in Spanish

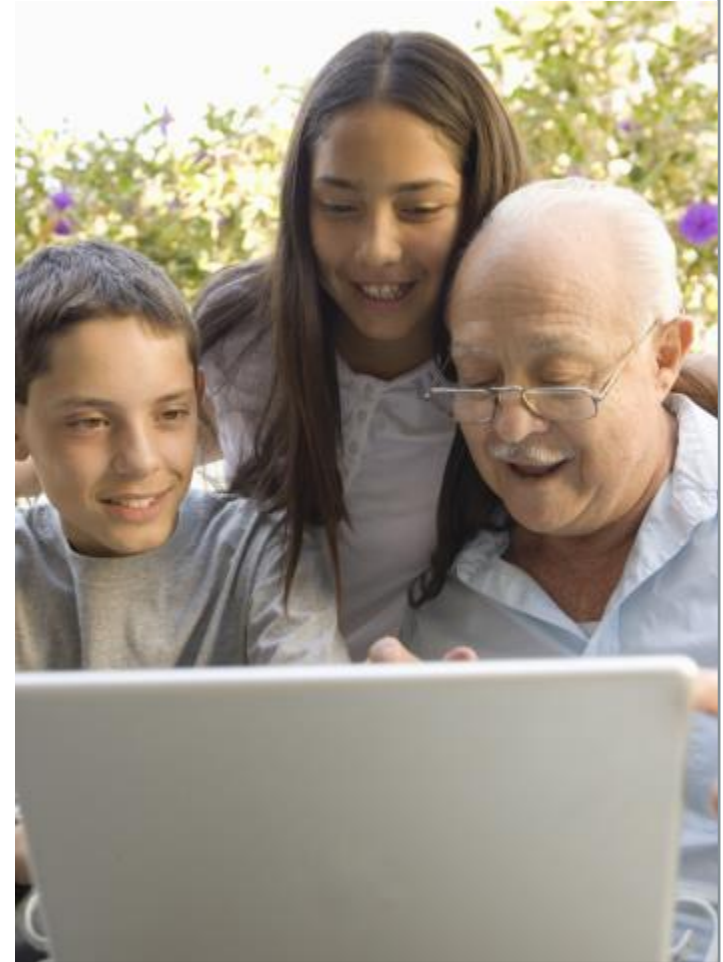
Personalized enrollment support is available at our fully-staffed bilingual (Spanish-English) direct sales and enrollment Call Center (1-800-985-3859)

Provider search with Spanish language indicator

Latino Health Solutions bilingual website at uhclatino.com

myuhc.com is in Spanish, including myClaims Manager

Once a member has enrolled, Customer Service is available in Spanish with full member support



Latino Health Solutions

uhclatino.com Spanish website

Bilingual health information center with medical terms and descriptions of laboratory tests and common illnesses

Bilingual health education fliers, brochures, and other health maintenance materials

Valuable educational videos in both Spanish and English at uhclatino.com

How insurance works, What are HSAs, What are “Life Events,” What are the Penalties for not enrolling, etc.

Health and fitness topics and recipes

Award-winning fotonovelas



Enrollment websites

UnitedHealthcare

**For more information
on how to enroll,
consumers can visit
[uhc.com](https://www.uhc.com)**



Covered California

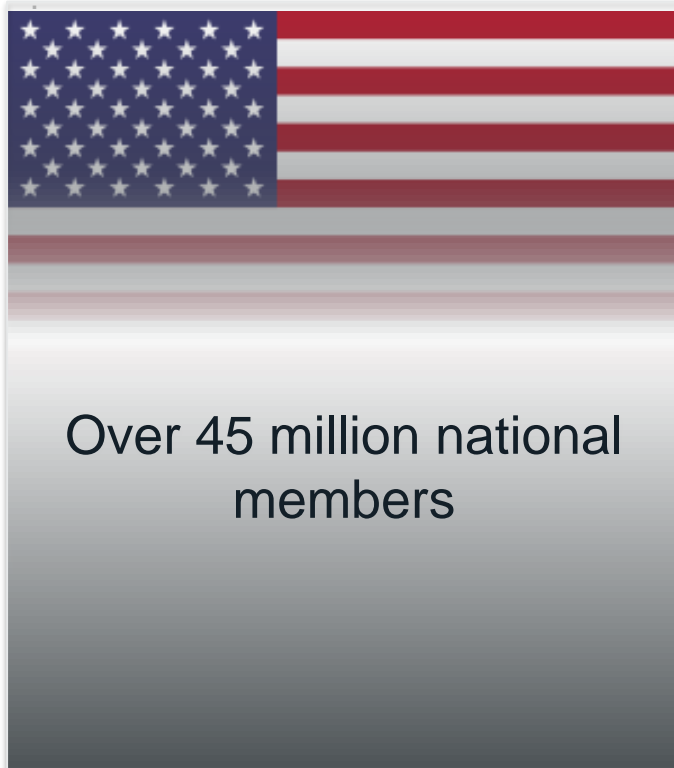
**Consumers can visit
coveredca.com for plan shopping,
eligibility, and enrollment**



About UnitedHealthcare

About UnitedHealthcare

Our membership



Our Awards

BEST-IN-CLASS PERFORMANCE

for our clients and as an organization



**Claims-
Processing
Accuracy since
2012**



**Insurance &
Managed Care
since 2010**



**Community-
Minded
Health
Company**

About UnitedHealthcare

Statewide network of over 30,000 doctors, 400 hospitals and 2,000 clinics

In-network providers throughout the state of CA

Cross state border provider network (Oregon, Arizona and Nevada)

Innovative tools, technology, information and resources

Latino Health Solutions – bilingual (English/Spanish) resources available

Integrated care and benefit advocacy

Support consumers need, meeting them where they are



Thank you!



**Thank you for
taking the time
to learn more about
UnitedHealthcare!**



**Questions:
Broker Service Center
1-800-474-4467 Option 1**

**Assister Hotline
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